From: Ben Brose (MP)

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Subject: RE: Donation Based Assistance Program in CC&B

Date: Wednesday, October 03, 2018 8:18:35 AM

[External Email - Be careful! DO NOT open attachments or click links from unknown senders or unexpected email.]

Good morning, Nikki,

MN Power runs an annual Spread the Warmth campaign to provide an avenue for customers to contribute and partners with our local Salvation Army and their HeatShare program to distribute the contributions.

Let me know if you have any follow up questions on the answers below.

Thank you,

Ben Brose

Subject: Donation Based Assistance Program in CC&B

[ALERT – External Email – Handle Accordingly]

Hi Everyone!

The City of Raleigh would like to implement a Project Share, donation based customer assistance program and would like to know if anyone else has implemented a program like this and how certain items are handled within CC&B. I have listed a few specific questions below if anyone would be willing to share their input. Thanks for any assistance you can provide!

Project Share

- Types of donations
  - One-time, reoccurring charge or both Both – For customers opting to have a reoccurring charge we create a separate SA. During billing the SA's current amount equals the contribution amount, but the payoff amount is set to zero so the customer's overall balance isn't impacted. Customers can also send in a one-time payment. These payments are forwarded to the Salvation Army and do not hit CIS.
- Types of Letters/Emails sent to customers
  - Enrollment, Cancellation etc. We send an annual bill insert in the fall with the option for customers to pick one of five reoccurring contribution amounts, as well as an option to send in a one-time contribution. Customers can call in to stop their HeatShare SA and it also stops automatically when their utility SA stops.
- Do you send a tax letter at the end of the calendar year with their contribution amount? Currently we do not.
- Terms and Conditions
  - What are included in these? No real conditions, besides the designated contribution options.
- CC&B configuration
  - When these donations are paid on the enrolled customer's account are they transferred to a "Donation" account in CC&B and then dispersed from there to pay the accounts that need assistance?
  - The contribution payments are tracked in their own GL Account and passed along to the Salvation Army to handle distributions.
  - The HeatShare SA is on an SA Type that's non-utility and a Payment Segment Type of Charity Payment tied to an algorithm that sets the payoff amount to 0, current amount to payment segment amount, and impacts the GL.
  - Unique start options for each contribution amount $1, $2, $5, $10, and $20.

Thank you,

Nikki Evans
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